

Alexander Hailu

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Profile Summary

Graduate from the Business Technology Management program at Ted Rogers School of Management with experience building websites and web applications with PHP, JavaScript, NodeJS, ReactJS, PostgreSQL and other programming tools. Seeking position as a Jr Web Developer where I can grow my technical skills through collaboration, mentorship, and practical experience

Education

Ryerson University, Ted Rogers School of Management

Bachelor of Commerce – Major in Business Technology Management

April 2019

Courses: • ITM 605- Client Server Applications • ITM 500 Data and Information Management
• ITM 200- Fundamentals of programming

Skills Summary

- **Design Skills** applied by implementing important web design guidelines/principles such as responsive design, mobile compatibility, quick load times, intuitive user navigation and visual hierarchies
- **Interpersonal skills** developed through working at call center and issuing 80+ calls daily in order to identify customer issues, demonstrate understanding, overcome objections, and resolve them accordingly
- **Technical Skills:**
 - **Front-End:** JavaScript(ES6+), ReactJS, AntDesign, Bootstrap, CSS, Sass/SCSS, HTML, JQuery
 - **Back-End:** PostgreSQL, NodeJS, ExpressJS, PHP, MySQL
- **Miscellaneous Technologies:** Nginx Web Server, Git Version Control, Linux Terminal, WordPress, Jest

Web-Development and Design Projects

Full Stack Chat Application (<https://instachatter.com>)

April 2020 - October 2020

- Used SASS, React, NodeJs, and PostgreSQL to build a chat application that allows users to create an account ,create/join groups, add/delete friends, and set locks to their chats so that a password must be entered to start one.
- Used Web Sockets on both client and server side to allow for real-time data communication
- Configured Nginx web server on Linux VPS to serve static files, and re-direct all HTTP requests to port 443 to provide an HTTPS (HTTP over SSL) Connection
- Wrote PostgreSQL commands (Data definition Language, Data Manipulation Language, Data Control Language) to perform CRUD(create, read, update, delete) operations, manage table permissions and define relationships between tables

Freelance Web Design

July 2020- Aug 2020

- Made website for pizza shop(<https://almadinapizza.com>) and bistro restaurant(<https://almadinabistro.com>) while adhering to common web design principles including responsive design, mobile compatibility and visual hierarchies
- Developed healthy relationship with client by using his preferred communication channel to inform him of hosting providers, design templates and image and content options

Professional Experience

S&P Data

Sales Representative

Oct 2019 – Dec 2019

- Handled price and billing objections by strategically offering deals and credits only available within my department
- Made competitive offers by identifying both the customer reason for leaving and the frequently changing promotions and phone plans of Sprint and its competitors
- Navigated customer history and their phone plans, payment history, and devices in CRM System to identify customer problems and deliver excellent customer service
- Built rapport with frustrated customers by acknowledging their problems, displaying empathy, actively listening to their concerns, and finally presenting a solution that addresses their concern